

**Board of Vocational Rehabilitation
Best Western Ramkota Hotel, Sioux Falls
March 26-27, 2015**

New Member Orientation

New Member Orientation was held the morning of March 26th for new members and other member(s) who wanted to attend. Attendees included: Jolleen Laverdure, Lisa Sanderson, Kendra Gottsleben, Kim Hoberg, Carol Kirchgesler, Tim Neyhart, and Brett Glirbas. Eric Weiss, Division Director, and Colette Wagoner, BVR staff facilitated the orientation.

Topics covered: On-line training modules - History of Rehabilitation, Overview of the Rehabilitation Act, and the Role of the State Rehabilitation Council (SRC). Other topics discussed included Rehabilitation Services Administration (RSA), Department of Human Services organizational structure to include: Divisions of Rehabilitation Services, Service to the Blind and Visually Impaired, Developmental Disabilities and SD Developmental Center. Working relationships between the Divisions, other state agencies and other organizations were explained. Tim Neyhart, Executive Director of South Dakota Advocacy Services (SDAS), provided information on the organization, component programs, its mission, and services including the Client Assistance Program. Tim provided the Client Assistance Program brochure and a SDAS Agency Profile handout.

Board Meeting

Members present: Brett Glirbas, Eric Weiss, Tim Neyhart, Matt Cain, Jolleen Laverdure, Lisa Sanderson, Darla McGuire, Kendra Gottsleben, Kim Hoberg, Carol Kirchgesler, Colleen Moran, and Patty Kuglitsch. Members absent: Chad Maxon and Melissa Flor. Other attendees: Bernie Grimme, Colette Wagoner, Vicki Nelson, and Cheryl Elbers.

Interpreters: Pat Reiter, Marlee Dyce, Rick Norris, Lin Jongewaard, and Joanna Dingman.

OPENING ACTIONS: Welcome and Introductions: Brett Glirbas, Chairperson, called the meeting to order at 1:20 pm and asked everyone to introduce themselves and their role on the board or as a guest, and where they were from. He reminded everyone of the meeting protocol. He then moved to the draft meeting agenda and asked for any additions. Eric asked to add the draft "Employer Paid Work Experiences" program guide under the Division Director's Report.

MOTION MADE (M) TO APPROVE THE AGENDA AS CHANGED, SECONDED (S) AND CARRIED (C). Brett moved to the January 6th

meeting minutes of the Board seeking approval. **MOTION TO APPROVE THE JANUARY 6, 2015 BVR MEETING MINUTES, MSC.**

Brett moved to the Executive Committee meeting minutes from March 10, 2015. He identified the committee's funding recommendations within the minutes: \$2,000 in support of the 2015 Lighting the Way Conference; purchasing name badges for members; and \$12,000 support for the 2015 National Disability Employment Awareness Month activities.

MOTION TO APPROVE THE EXECUTIVE COMMITTEE MEETING MINUTES FROM MARCH 10, 2015 INCLUDING THE FUNDING RECOMMENDATIONS AS NOTED, MSC.

TIME FOR PUBLIC COMMENT: No public comment was provided.

ANNOUNCEMENTS: There were none.

DIVISION DIRECTOR'S REPORT: Employer Paid Work Experience: Eric referenced the Employer Paid Work Experiences draft program guide (see attached) noting the Division is proposing this as a new approach to part-time employment opportunities. The draft guide outlines guidance to support VR services provided to a person obtaining/maintaining an employer-paid work experience, when employment services are allowable for a job that is not the employment

goal on the individuals' Individual Plan for Employment (IPE). The intention is to provide a means for a person to develop work skills and the opportunity to earn wages. A comment was also made that VR could help fill the need of larger companies in need of temporary workers. A question was raised on how VR will share information about the availability of these services. It was explained that once the program guide is approved and implemented, counselors would be sharing information with those on their caseloads. Questions were posed on how to proceed with this being in draft format; e.g., have the Consumer Services Committee review it; Division of Service to the Blind and Visually Impaired (SBVI) needing approval from their board. A question was posed about the need for a review period when these services are provided, and it was reported that a monthly report will be required. Members voiced support of the program especially with summer coming, college students on break, increased seasonal employment opportunities and the need for short term employment options. **MOTION TO MOVE FORWARD WITH THE PROGRAM AND PROCEED WITH IMPLEMENTATION OF IT, MSC.** Comments continued regarding the need for the Division to continue – to go above and beyond outreach with staff, e.g., outreach with providers working directly with individuals to educate them about this new opportunity. It was also suggested that information be shared through other outlets/publications: SD Advocacy Services newsletter, SD Parent Connection listserve, Centers for Independent Living, etc. A question was raised regarding how soon the program could be implemented, and the response was as soon as the Board of SBVI concurs with it. New Member Orientation: Eric thanked members for attending the new member orientation. He stated it was beneficial to meet newer members in a smaller group setting and have conversation. The orientation provided a good “basics” for an understanding of the vocational rehabilitation delivery system as well as an understanding of the Board's role within this system. Legislative Session: Eric reported that no legislation was brought forward from the Department of Human Services (DHS) this year. He reminded members that March 30 was

reserved for consideration of gubernatorial vetoes. He reported there was a 2.5% inflationary increase approved for providers. It was shared that on the federal level, the Achieving a Better Life Experience (ABLE) legislation was signed into law in December. Up to this point, in order to be eligible for SSI and Medicaid, a person could not have more than \$2,000 in cash and property (\$3,000 for couples) or make more than \$700 monthly. ABLE creates tax free savings accounts available to cover qualified expenses such as education, housing, employment related services, and transportation for those with disabilities under the age of 26. Each state must first develop regulations to establish an ABLE program in that state. Division Budget Update: Eric spoke to South Dakota, in comparison to surrounding states, is doing quite well budgetarily, especially with receiving additional program income from the Ticket to Work Program. Some states are on an Order of Selection, which SD is not. The additional program income allows the Division to do creative things, e.g., paid work experience for individuals lacking the skills and or experience necessary to obtain employment. Board Nominations: It was explained that the solicitation for board nominations went out early in March and nominations are due March 25th. Replacements are being sought for Matt Cain and Leo Hallan's positions. State Plan Submission: Eric explained due to reauthorization of the Workforce Innovation Opportunity Act and awaiting regulations, the Division received word from Rehabilitation Services Administration (RSA) that they are not being required to submit annual State Plan attachments, and the current State Plan will remain in effect.

DISABILITY SUMMIT/PUBLIC GATHERING IN MISSION: Board staff was asked to speak to this topic and a meeting flyer was handed out (see attached). The event will be held on April 28th. This meeting was going to take place last year, but cancelled due to a blizzard. The Division of Service to the Blind and Visually Impaired and Board of SBVI initiated the process to host this meeting again and sought support from the Board of Vocational Rehabilitation, Statewide Independent Living and Division of Rehabilitation Services. The Board agreed last

year that if plans were made to reschedule the meeting, they wanted to be involved again. Last year, the Board took action to provide \$750 to support the gathering. **MOTION MADE TO PROVIDE UP TO \$750 IN FINANCIAL SUPPORT TO THE 2015 DISABILITY SERVICES SUMMIT IN MISSION, MSC.**

UPDATES: Governor's Awards Solicitation: Board staff reported that the solicitation for Governor's Awards nominations was disseminated earlier in the week (March 23rd) with a due date of April 24th. The Governor's Awards Review Committee consists of: BVR/Matt Cain, Kendra Gottsleben, and Colleen Moran; BSBVI/Theresa Nold; and SILC/Sarah Rush. Eric encouraged members to attend the awards ceremony, and their expenses would be covered by the Board. He also encouraged members to review the five categories and make nominations. National Disability Employment Awareness Month (NDEAM): Board staff explained that the NDEAM Request for Funding Proposal was disseminated in late January with a due date of February 27th. Twelve community proposals were received with a total dollar request for \$18,420.00; Mobridge is a community new to this process. The NDEAM Review Committee is comprised of: BVR/Patty Kuglitsch, Darla McGuire and Tim Neyhart; BSBVI/Julie Briggs; and SILC/Margot Burton. The committee is scheduled to meet on April 1st to review the funding proposals.

STATEWIDE INDEPENDENT LIVING COUNCIL: Bernie provided this report. He spoke of key changes to the IL program; changes stemming from reauthorization of the Rehabilitation Act, as amended by the Workforce Innovation and Opportunity Act which moved Title VII (Independent Living) from the Department of Education to the Administration of Community Living. Some of the changes impacted the membership/composition of the SILC, which impacted the most recent solicitation for pending vacancies. The SILC met on March 19th in Ft. Pierre and agenda items included: IL services, DRS and SBVI updates, upcoming Center for Independent Living staff training, Money Follows

the Person update, bylaws review, attendance at SILC Congress, changes in the IL State Plan because of reauthorization, SD ASPIRE update, and work group updates, e.g., assistive technology, consumer services, housing and outreach/public awareness. Their next meeting will be held in Sioux Falls in June.

EMPLOYMENT WORKS INITIATIVE UPDATE: Eric initiated this update by speaking to the upcoming trainings for staff and providers on Person Centered Thinking Tools and the use of “employment focused tools”. The Division has an agreement with Brenda Smith to provide these trainings, scheduled for Sioux Falls, August 12/13; Aberdeen, August 18/19; and Rapid City, September 1/2. He encouraged members to attend if they are interested in doing so. The Division is offering training to develop the capacity of providers and VR staff. Establishment grants were issued to community support providers to expand supported employment services for individuals with disabilities working primarily in segregated employment. Nine grants were awarded. Trainings are scheduled for employment specialists, job coaches, job developers and VR staff to focus on job development, employer relationships, job carving, job matching, assessment and discovery, and other instructional strategies and supports essential for job success. These are slated for Sioux Falls, April 20/21; Aberdeen, May 5/6 and Rapid City, May 11/12. The Division is implementing a new initiative on June 1st to encourage more providers to become certified which would enable them to earn 25% more. Providers must pass national certification testing offered through the Association of People Supporting Employment First to be eligible for the fee increase. Plus, the Division is willing to cover the fee for first time testing, \$159 per person. Testing dates are coming in April, May and October. Training is being provided for those interested in taking the national examination in specific competency areas.

The floor was turned over to Kim. She has been in her position as the Business Specialist for eight months now. She spoke to utilizing a

tracking system for employers contacting her; she has had twenty-seven contacts to date, which includes those with follow-up questions. She is working on the following items: Employer Resource Guide, Employer questionnaire and employer survey. She said the information gathered thru these efforts will be vital for outreach efforts and further developing relationships with SD Retailers Association (SDRA), Chamber of Commerce's, Society of Human Resource Managers, etc. The employer questionnaire will seek information about future hiring needs and gauge employer's level of knowledge about disability related topics. This will help determine what level and type of technical assistance is needed when working with employers. She recently finished an article that will be published in the South Dakota Retailers Association's newsletter highlighting diversity and inclusion. SDRA is also interested in working with her on conducting a webinar for their membership. The Division also awarded two contracts: Business Resource Network/Julie Briggs and Workforce Diversity Network of the Black Hills/Catherine Greseth. The three are collaborating, and hosting monthly conference calls to discuss training and other outreach activities. The State of South Dakota has now joined the Talent Acquisition Portal, an on-line job portal available to consumers of vocational rehabilitation services as well as employers. Next, she spoke about Project Skills expanding to include work opportunities within state government. There are now employment positions in Rapid City (DOL), Pierre (DHS and central mail), Aberdeen (DRS/SBVI office) Redfield (SD Developmental Center), and a position at the Center for Disabilities. The immediate goal was to identify five positions, and they identified seven to date. This was a part of the Governor's Employment Work's Initiative to increase the number of individuals with disabilities working in state government. The Employment Works 2014 Annual Report is available online at: <http://dhs.sd.gov/EWTF/EWTF2014AnnualReport.pdf>. A question was asked if positions have been found with city/local government entities, and the response was they are not that far yet.

BREAK

EPICOSITY UPDATE: Cheryl Elbers presented this update. She passed around copies of three draft items: business brochure, job seeker brochure and a youth brochure. She showed what the business packet would look like, a pocket type folder with four different cards inside. She explained that the job seeker and youth brochures were not the main focus of outreach efforts but to generate referrals. The draft job seeker brochure would replace the current VR brochure and it would contain three testimonials; and its designed to “create movement”. She walked members through sections of the website, displaying things as one would see when online, various pages and resources to click on, etc. She spoke to designing two “reveal” commercials focusing on individuals with disabilities in the employment setting featured as success stories. The Governor also agreed to do a 30 second commercial/video which will be featured on the homepage. Videos featuring an employer, employees with disabilities, and co-workers will be developed to tell the whole story. She talked about TV placement and using certain TV stations/Midcontinent and running commercials; part of this conversation included audience targeting, specific channel videos, and other targeting methods. She spoke about digital tracking and how this helps to learn more about who is looking at the website, which pages, and the use of google display ads. Cheryl sought feedback from members. Questions were asked about photos on items displaying South Dakota demographics, videos being captioned, and website accessibility. Once a few more things are put in place the “Ability for Hire” website link can be forwarded to members for additional feedback. The projected launch date of the website is set for early May. Cheryl was thanked for attending and sharing this information.

SCHEDULING NEXT MEETING: Board staff was asked to poll members about their availability to identify the next meeting date: June 29/30 and July 9/10. At this time, the Chairperson asked for a **MOTION TO RECESS UNTIL THE MORNING AT 8:15 AM, MSC.**

MEETING RECONVENED AT 8:20 AM.

WELCOME AND INTRODUCTIONS: Brett asked everyone present to introduce themselves and share where they were from.

SIOUX FALLS BUSINESS RESOURCE NETWORK (BRN) UPDATE:

Colleen Moran was asked to provide this report in her capacity as a BRN board member. Colleen explained that Julie Briggs is BRN's Executive Director, and is she absent due to the quarterly meeting of the Board of Service to the Blind and Visually Impaired. BRN is a private non-profit organization with a contract with the Department of Human Services, with a mission to promote the hiring of individuals with disabilities. BRN works closely with Kim Hoberg, as the business specialist. Several BRN activities were identified to include disability mentoring day and the disability friendly business program. The disability friendly business program is a joint program conducted by BRN and the Disability Awareness Commission to promote local businesses for hiring individuals with disabilities by placing stickers on store fronts. Anyone can make a nomination of a business that hires people with disabilities. Camille's Sidewalk Café was honored and a press release was held (former Governor's awards recipient) and another press release is being planned with the Premier Center. BRN has been involved with the NDEAM activities involved in this area. Attendees representing employers or human resource managers have grown over the years, with last year over 70 business representatives attending. BRN partners with Special Olympics working on the "Spread the Word to End the Word" campaign. This connection provides links to those in the business world and schools, with Julie being asked to talk about inclusion and disability related topics. Colleen invited members to visit Facebook and become "friends". A monthly newsletter was started which features a success story of an employee with a disability. A question was asked if other communities could participate in the disability friendly business program, and the response was that this has

been a well-received program, and that yes, nominations could be submitted. Last, she passed around "Save the Date" cards for Sioux Falls' 25th Anniversary Celebration of the Americans with Disabilities Act (ADA) event which will be held July 13th at the Hilton Garden Inn Downtown.

SD ASPIRE UPDATE: Bernie provided this update (Linda Schoon was unavailable). Bernie explained that ASPIRE is a research project, of which South Dakota is one of six members of a consortium, with Utah taking the lead. The consortium needed a pool of 10,000 youth - ages 14-16 who receive Supplemental Security Income (SSI) and their families. South Dakota has an estimated 650 individuals in this range of which they need to enroll a total of 120. Once enrolled, a case manager is assigned to work with them; case managers are located in Rapid City and Sioux Falls and an enrollment specialist in Pierre. South Dakota has enrolled a total of 65 youth to date. Since this is a research project, there is a need for tribal approval from each reservation to contact youth who meet the qualifications. Approval has been received from Pine Ridge, Crow Creek, Sisseton-Wahpeton and Standing Rock. An Advisory Committee has been formed with representatives from youth with disabilities, parents, service providers and state agencies, and they recently met. Youth who are enrolled in the ASPIRE services group receive case management services (service coordination, training and information for parent and families, benefit specialist services, paid employment opportunities, self-determination training, financial management education and training). SD Parent Connection is involved with this project and recently held a parent leadership training in Rapid City which had a great turnout from many communities; and a youth/parent training was held the following day. Rapid City has offered credit counseling and they are looking at offering this in Sioux Falls. A question was asked about project goals or outcomes, and the response was looking at data and comparing the two groups (control group and ASPIRE group) looking at Medicaid data, increased earnings for the individual and family members, over a 5 year period or longer. In

response to a question about a youth enrolled in the program and turning 16 and then what happens, the response was the program can continue to work with them for an additional four more years.

STATE WORKFORCE DEVELOPMENT COUNCIL UPDATE: Eric reported that the Council met in Mitchell on Tuesday at Mitchell Vocational Technical Institute. He explained this is an advisory committee of the Department of Labor and Regulation, which the Department of Human Services Secretary is a required member. Eric is Secretary Pearson's appointed designee. Agenda items included Build Dakota Scholarships (new scholarship program created through a \$50 million dollar investment funded by a \$25 million donation from T. Denny Sanford and a \$25 million contribution from the South Dakota Future Fund). Scholarships will be awarded to skilled scholars entering high-need workforce programs at South Dakota technical institutes. Three hundred scholarships are available and 500 applications were received. The agenda also included an employer panel with representatives from Trail King, Muth Electric and Paulson Sheet Metal. The employers addressed their workforce needs and creative ways to address workforce shortages. The draft employer survey was shared with this group to seek feedback. In response to the area of hiring people with disabilities, employers responded that they don't need to talk about it, they only need to know how to do it. This identified the need for vocational rehabilitation services and assisting individuals to be "job ready", including interview skills. The meeting also included a tour of Mitchell Vocational Technical Institute. The next meeting will be held in Watertown. A comment was made about individuals who are deaf and the need for interpreters, and encouraging individuals to seek out VR services. VR can help with the cost of interpreters as well as provide other needed services. A question was asked about creating an informational sheet that addresses types of services specifically for individuals who are deaf or hard of hearing.

OTHER BUSINESS: Bernie handed out the final version of the Division of Rehabilitation Services FFY 2014 Year End Report. He stated that the Consumer Satisfaction Survey results were not included, but will be available later. If any questions arise about the report, please be in touch with him.

PERSON CENTERED THINKING ACTIVITY: Brett introduced Brenda Smith as a person who wears multiple hats (parent, teacher, trainer, and friend). Brenda shared that she has been a trainer for the last eight years, parent of an adult with a disability, has had the support of vocational rehabilitation services for her son, and he is now self-employed. She introduced Person Centered Thinking as a concept to support an individual in different environments (school, employment, independent living) and the tools work with an individual of any age, and not only those with disabilities. The tools help support people to get the things they want, by exploring their likes/dislikes, good day/bad day; it's learning more about the person and not offering "what is available". PCT is a philosophy of people needing to have positive control over their lives; learning what is important to the person and what is important for the person and having a balance. The focus is on a person's gifts and talents using discovery and listening tools. It's identifying the life course of the individual (trajectory worksheet) and identifying life experiences that can lead to career and work outcomes. It's talking through what is important to the person, how to support the person, and what can be used to help develop natural supports in a given environment (school, work). She spoke to the 'one page description' which is a positive way to introduce someone and help others to see past the disability. It is using the areas of "Great things about me", "Important to me" "What others need to know to support me" to introduce an individual. If a person has low expectations of an individual, this will create barriers before they start. She spoke to the need for "relationships" of an average person being able to identify approximately 250 names of people they know. She compared this to a person with a disability and the number identified as 25 names. It's

broadening the circle of relationships for an individual beyond immediate family/community support staff, e.g., friends, work, training, school, church, community. A comment was made that this was the best introduction of "Person Centered Thinking" and thanked Brenda. She commented that if we slow down, and develop an understanding of the person first, of what they need in regard to health and safety, and balance that with what makes them happy, content, and fulfilled it could lead to a more balanced life for the person (looking beyond the person and their disability and what they need). She added that these tools can be utilized with an employer to improve communication; identifying and matching people's characteristics, interests and skills with employment tasks. She concluded by stating that every person has support needs and these tools can be utilized to help make the most out of any relationship (family, friends, employment, education). "Thank yous" were extended to Brenda from the group.

CLOSING ACTIONS: Future Agenda Items: Update on the Division's Consumer Satisfaction Survey results; SD ASPIRE; Lighting the Way Conference Report; Epicosity Update. Adjournment: **MOTION TO ADJOURN THE MEETING, MSC.** Meeting adjourned at approximately 11:45 am.